



TERMS OF REFERENCE

BID NO:	SANAS/CATERING/2018/01
BID DESCRIPTION:	ESTABLISHMENT OF A PANEL OF SERVICE PROVIDERS THAT WILL BE UTILISED ON A ROTATIONAL BASIS FOR CATERING SERVICES AT SANAS FOR A PERIOD OF THREE (3) YEARS
CLOSING DATE:	15 FEBRUARY 2019 at 11:00
BRIEFING SESSION DATE:	There will be no briefing session for this bid

NB. *On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.*

Faxed, emailed bids will not be accepted, only hand delivered and couriered original proposals will be accepted.

1. PURPOSE

The purpose of this Request for Quotation (RFQ) is to invite proposals for the provision of catering services for the South African National Accreditation System (SANAS) offices at the following addresses: **Libertas Office Park, 305 Highway Street, Cnr Libertas and Highway Street, Equestria, Pretoria, 0184, South Africa** to submit their proposals for the establishment of a panel of service providers that will be utilised on a rotational basis for catering services at SANAS for a period of three (3) years.

2. BACKGROUND

SANAS offers a wide variety of training courses through its Knowledge Transfer Centre that facilitates training on site as well as meetings for our core business which includes STCs and board meetings. This has led to an increased utilisation of catering requirements and as a result, catering as a commodity constitutes a large portion of SANAS' procurement spend on goods and services.

The Service Providers selected by SANAS will have expertise in the areas necessary to meet the needs and requirements set forth in this Terms of Reference, including, without limitation, the ability to provide innovative solutions and introduce SANAS to new opportunities.

It is against this background that SANAS has opted not to have an on-site facility but to outsource the service through the assistance of a panel of service providers.

3. SCOPE OF WORK

SANAS wishes to enter into contracts with a panel of service providers to provide catering services on a rotational basis for a period of 36 months.

- 3.1 The preferred service provider/s must be prepared to cater for all dietary preferences, including but not limited to medical (allergies), religions, culture. Preferences may be vegetarian, kosher and halaal with valid certification from respective bodies where applicable.
- 3.2 The quality of food prepared must adhere to acceptable food industry standards and must be prepared in a clean and hygienic manner in accordance with all health and safety regulations.
- 3.3 The preferred service provider/s should provide adequate catering equipment,

cutlery and crockery.

- 3.4 Service providers are not permitted to wash the crockery / cutlery on site as the respective kitchen facilities at SANAS are not equipped for such. Washing of limited crockery / cutlery will only be permitted in exceptional circumstances only.
- 3.5 Service providers are responsible for ensuring that all areas used (including kitchen, canteen / serving areas) are kept clean and tidy at all times.
- 3.6 The preferred service providers should be able to respond and confirm availability one (1) business day of receiving a request from SANAS.
- 3.7 Service provider must be able to deliver within the required timelines as specified in the below table. **(Refer to table number 2).**
- 3.8 Shortlisted candidates will be required to provide SANAS with food tasting opportunity where food samples will be delivered to SANAS offices as part of the evaluation process.
- 3.9 - Site visits will be conducted for the shortlisted candidates and the evaluation will be covered in the evaluation criteria below.
- 3.10 Service Providers should propose a variety of food menu options based on the combinations provided by SANAS. **(Refer to table number 1)**
- 3.11 The Key Account Manager will be responsible for the implementation and co-ordination of the agreement.
- 3.12 Rates must be valid for 12 months after the date of award. Prices shall be subject to annual increases equivalent to headline inflation earnings as per the published rates by StatsSA or similar institution at the anniversary of each year.
- 3.13 Compliance with the relevant health and food safety regulations is a compulsory requirement for all Service Providers.
- 3.14 Services providers are required to maintain the compliance required noted in 3.12 above for the entire duration of the contract.
- 3.15 Service provider are required to submit on an annual basis a certified copy of the certificate noted in 3.12 as condition for annual renewal of the contract.

4. LOCATION

Name of the building	Description
SANAS New Offices, Libertas Office Park: Corner Libertas and the Highway street, Equestria,	<ul style="list-style-type: none">• Located in the Libertas Office Park, 305 Highway Street, Equestria

5. COSTING

A comprehensive price quotation as per the menu specification should be completed by the service provider indicating prices per person with the total amount inclusive of VAT, disbursements costs and crockery & cutlery.

6. MENU SPECIFICATION FOR PRICING

The menu for all the categories is listed below and must be completed by the service provider:

DESCRIPTION		PRICE per person (refer section 5)
Morning	Tea/Coffee/Juice (100%) – Variety Rusks/biscuits	R
Mid-morning	Tea/Coffee/Juice (100%) – Variety Sandwiches/Muffins/Croissants/Scones/Pastries - Assorted	R
Lunch	X2 Meat (Chicken, Beef, Fish) – combination. No Pork X2 Starches (Rice, Pap, Samp, Potatoes) X2 Vegetables X1 Gravy X1 Salad X 1 Dessert (if specified) Juice (100%) / Soft drinks - Variety	R
Afternoon Tea	Tea/Coffee Biscuits – Variety	R
Desert	Malva pudding, fruit salad, ice cream or similar	R
PLATTER MENU		

Finger Lunch Platter	A variety of savoury items (meatballs, wings, fish bites, pastries, sandwiches, vegetables, dips etc.)	R
Fruit Platter	Variety of fresh fruit	R
Cheese Platter	Variety of cheeses, crackers etc.	R

Table 1: Menu Specification Pricing

The above prices are required to be valid for all dietary requirements as described in section 3.1 above.

7. SET UP AND CLEARING TIMES

In delivering service to SANAS, service providers will be expected to adhere strictly to the below timelines (**Table 2**) when setting up and clearing catering stations. Failure to adhere might affect the service provider's performance review (*this will be detailed in SLA's during contracting*)

Meeting Start	8:30
Latest set up	7:30
Meeting end	15:00
Clearing up	16:00

Table 2: Set up and Clearing Timelines

Service providers are required to be on site 60 minutes prior to the event, and have available a staff at the location during the period of the meal to ensure adequate service thereto.

8. LAYOUT OF THE REQUEST

To avoid any confusion, when a request is issued by SANAS to the Service provider, the following information will be provided in the Catering Order Sheet. (Example)

Date of the meeting	: 08 January 2021
Number of delegates	:12
Duration of the meeting	: Half Day
Delivery Address	: 305 Highway Equestria
Time	: 08.30 to 13:00

Contact person	: Anna Douw
Required Menu options	:
Special Dietary Requirements	: 2 x Halaal : 1 : Kosher

9. EXPERIENCE, CAPACITY AND COMPLIANCE

In responding to this request service providers must confirm and provide the following:

- 9.1 Brief company profile
- 9.2 Detailed proposal confirming the following:
 - required experience in the food and beverage industry
 - proposed menu combinations
 - confirmation of resources and staff complement
- 9.3 Valid certification from health and food authorities
- 9.4 Valid certification from religious respective bodies where applicable
- 9.5 The service provider must have a minimum of one years' experience in providing catering services.
- 9.6 The service provider must have a minimum of three different contactable reference to whom catering was rendered.
- 9.7 The service provider should have the necessary capacity to deliver catering services.

10. RESPONSE FORMART (SUBMISION OF PROPOSAL)

Service providers shall submit their responses in accordance with the response format specified below:

- 10.1 The proposal must be submitted in the prescribed format. Standard bidding documents attached with terms of reference should be filled in (**not re-typed**).
- 10.2 The response must be submitted with three (3) copies of the original proposal and the original copy.
- 10.3 Service providers are required to use the two-envelope system, whereby the technical proposal (stage 1) and the Financial proposal (**Stage 2**) be placed in two separate envelopes.
- 10.4 **Cover Page:** (the cover page must clearly indicate the bid reference number, description and the service provider name)

11. STAGE 1: ADMINISTRATIVE COMPLIANCE

The table below depicts the documents that the Service Provider must ensure that they are completed and included in the bid. Service providers are required to use the two-envelope system, whereby the technical proposal (stage 1) and the Financial proposal **Stage 2**) be placed in two separate envelopes containing the following:

Envelope 1 - Technical Proposal	Envelope 2 - Financial Proposal
<ul style="list-style-type: none"> ▪ Proposal including Company Profile, Executive Summary, Experience (minimum one (1) year's proven experience), references (minimum three (3)) etc. ▪ SBD 1 Invitation to Bid. ▪ SBD 4 Declaration of Interest. ▪ SBD 7.2 Contract Form (to be completed in duplicate). ▪ SBD 8 Declaration of Bidder's past supply chain management practices. ▪ SBD 9 Independent Bid Determination Certification. ▪ General Condition of Contracts (all pages initialled). ▪ Terms of references (all pages initialled) ▪ Certified Copies of Company registration certificates documents. ▪ Certified ID Copies of Company Directors/ Partners / Trustees (whichever is applicable). ▪ Copy of CSD report OR MAAA Number as proof of CSD Registration. ▪ 'Certificate of acceptability for food premises issued by the relevant authority. 	<p>Bidding documents, as follows:</p> <ul style="list-style-type: none"> ▪ SBD 3.3 Pricing Schedule including proposed total cost of the project, clearly indicating assumptions, for year 1, 2 and 3

Failure to comply with this requirement will result in your bid being disqualified.

12. GENERAL REQUIREMENTS

Service Providers must provide all the information requested in the Terms of Reference and Instruction to Service Providers.

13. EVALUATION PROCESS FOR BIDS RECEIVED

- All bids received will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents).
- Bids with deviations from the requirements/conditions will be disqualified from stage 1 (one) of the evaluation process
- SANAS will establish a Bid Evaluation Committee to review all the responses received.
- A two envelope system will be utilised for consideration of bid received and two separate envelopes must be submitted clearly marked as Functionality and Price.
- Bidders who obtain 80/100 points in stage 2 (Functionality and Site inspection) will qualify to proceed to the next stage which is Price evaluation and contractual negotiations in order to form part of the panel. **STAGE 2: FUNCTIONALITY AND SITE INSPECTION**

Criterion	Maximum points to be awarded
Experience of the service provider in providing catering services 1-3 years = 10 points >3 years to 5 years = 20 points >5 years = 30 points	30
List of three contactable references letter on client's letter heads where similar services has been rendered. <ul style="list-style-type: none"> ○ The letter must include the size and the value of catering projects that were rendered. ○ References must not be older than 3 years. 	20
Financial stability proven by any of the following evidence: <ul style="list-style-type: none"> ○ Three months bank statement stamped by the bank (minimum of R20 000 funds available or access thereto) OR ○ A letter from the accountant OR ○ Audited financial statements. 	30
TOTAL FOR FUNCTIONALITY	80

Site inspection comprise of the following	
1. Display of valid certificate of health and food compliance (4 points) 2. Cleanliness of the site (floors, walls, dustbins, no foul smell) (4 Points) 3. Staff wearing appropriate uniform and safety clothing (4 Points) 4. Storage of food (4 Points) 5. Evidence of owned utensils and equipment (<i>where there is a rental agreement with relevant SLA's</i>) (4 Points)	20
NOTE: POINTS that will be awarded in this area will either be "4" or "0"	
TOTAL	100

Bidders who fail to meet the minimum score of 80 points out of 100 points in stage 2 will not be considered for evaluation in terms of Stage 3 (Price).

STAGE 3 - PRICE EVALUATION

Prices tendered for by bidders will be evaluated by the SANAS BEC in order to establish a market related rates per menu item. In order to establish a panel of service providers with a common rate amongst whom the required services can be rotated within, bidders who qualify in stage 2 will be engaged to assess the willingness to contract with SANAS at the established market rate which will be common amongst the panel.

In order to ensure equitable and meaningful distribution of work amongst bidders, SANAS reserves the right on maintaining a maximum number of bidders who will form part of the panel (as will be dependent on the outcome of stage 2).

In order to promote the principles of the PPPFA and Government priorities and objectives, SANAS reserves the right in the distribution of such work amongst the panel in order to promote the promotion of the following businesses: black owned, youth owned, women owned, businesses owned by military veterans.

14. CLOSING DATE AND TIMES

Sealed bids clearly stating the name of this bid and bid number must be deposited into the tender box located at the reception of SANAS, Libertas Office Park, Cnr Libertas and Highway Street, Equestria, 0184 during office hours (08h00 to 16h30) **on or before 15 February 2019 at 11h00**

15. NOTES TO BIDDERS

- 15.1 This section outlines basic requirements that must be met. Failure to accept these conditions or part thereof will result in your proposal being excluded from the evaluation process.
- 15.2 Bid documents should be presented to the SANAS marked “**Bid for Catering Services SANAS/CATERING/2018/01**”
- 15.3 SANAS will not be liable to reimburse any costs incurred by the bidder during the bidding process.
- 15.4 Evaluation of bidders will be carried out by a Bid Evaluation Committee. The evaluators will, if necessary, contact bidders to seek clarification of any aspect of the bid.
- 15.5 Bidders should identify any work they are currently carrying out or completing which could cause a conflict of interest and indicate how such conflict could be avoided.
- 15.6 Provide a Supplier number (MAAA number) and unique code from National Treasury as proof that the supplier is registered on CSD).

16. VALIDITY OF PROPOSALS

The Bidder is required to confirm that it will hold its proposal valid for **90 days** from the closing date of the submission of proposals during which time it will maintain without change the personnel proposed for the services together with their proposed rates.

17. PAYMENT TERMS

SANAS undertakes to pay valid invoices in full within 30 (thirty) days from the invoice date for work done to its satisfaction. No payment will be made where there is outstanding information not submitted by the supplier.

18. TAX COMPLIANT STATUS

It is an absolute requirement that the taxes of the successful bidder **MUST** be in order, or that suitable arrangements must have been made with SARS. **Bids received with a non-compliant status will be disqualified when they fail to update the Tax Status within 7 days.** Bidders are required to supply a valid Tax Compliance Status (TCS) PIN for verification purposes.

19. QUALITY ASSURANCE REVIEWS OF THE WORK

The successful bidder shall ensure that all work conforms to hygiene and quality as per the agreement to be signed.

20. AUTHORISED DELEGATE (S)

Nothing as stipulated in these terms of reference may be amended without the written confirmation of SANAS.

21. DISCLAIMER

SANAS reserves the right not to appoint a service provider and is also not obliged to provide reasons for the rejection of any proposal. SANAS reserves the right to:

- Award the contract or any part thereof to one or more service providers.
- Reject all bids.
- Decline to consider any bids that do not conform to any aspect of the bidding process.
- Request further information from any service provider after the closing date, for clarity purposes.
- Cancel this bid or any part thereof at any time.

22. ENQUIRIES/ CLARIFICATION

All communication and attempts to solicit information of any kind relative to this Request for Proposal (RFP) should be channelled in writing to:

Name: Nomvuyo Jawe
Telephone Number: Office: 012 740 8535
Email address: nomvuyoj@sanas.co.za

23. DECLARATION

I, the undersigned (full name)

.....

Certify that the information provided is true and correct, and understood the above document in full.

SIGNATURE

Date